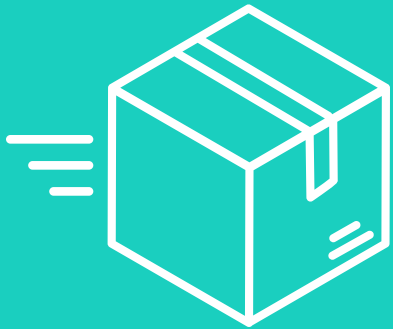


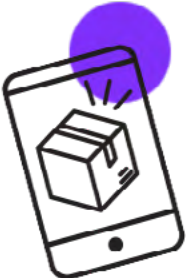
# HIGHER ED REINVENTS PACKAGE DELIVERY WITH INTELLIGENT PARCEL LOCKERS:

A requirement,  
not an amenity.



# Contents

- Introduction ..... 3
- Packages everywhere! ..... 4
- Handling parcels the hard way ..... 5
- Intelligent parcel lockers..... 7
- Tips for parcel locker selection and funding ..... 8
- Who is the right parcel locker vendor for your campus? ..... 9
- Conclusion .....11



## Introduction

Deciding where to go for college used to be a fairly simple process; families wanted the best education they could afford for their children. But as higher education became more of a commodity, institutions had to compete to get students to matriculate. In 2016, there were roughly 216 million students enrolled in higher education, worldwide. That number is expected to reach nearly 380 million by 2030.<sup>1</sup>

To attract the caliber, and number, of students they need, schools began to add amenities not typically associated with education itself, including gourmet food and dorms that are nicer than many apartments. According to Dr. Kat of ivywise.com, some schools go even further. In the US, High Point University has a first-class movie theater; Oberlin College lets students rent works of art from the Allen Memorial Art Museum for dorm décor; and the University of Central Florida has its own stables. And if you'd rather ski than ride, Michigan Technological Institute has its own ski slope!

There is, however, a much more practical amenity that will appeal to both students and their parents, and solve a conundrum for campus mailrooms—how to store and deliver the tidal wave of packages that appear on campuses every year. The amenity, destined to become a requirement, is a set of secure, automated, parcel lockers.



**IN 2016, THERE WERE ROUGHLY 216 MILLION STUDENTS ENROLLED IN HIGHER EDUCATION, WORLDWIDE. THAT NUMBER IS EXPECTED TO REACH NEARLY 380 MILLION BY 2030.**

<sup>1</sup> <https://monitor.icef.com/2018/10/study-projects-dramatic-growth-global-higher-education-2040/>

# Packages everywhere!

Global e-commerce spending was predicted to be almost \$3.5 trillion dollars in 2019.<sup>2</sup> The US Department of Commerce reports their share was estimated at \$601.7 billion, and of that, one third, \$200 billion,<sup>3</sup> was spent by college students.<sup>4</sup> From textbooks to writing materials to special sport or science equipment, each student requires an inventory of items to help them complete their studies. And once the necessities are taken care of, there are rolling purchases for prescriptions, entertainment, and relaxation!

The typical campus mailroom has no way to deal with the volume of packages that e-commerce has created. Indeed, that volume creates the perfect storm of upset constituents; the workers responsible for receiving and distributing the packages, the students who are waiting for them, and the parents and relatives who pay the bills. In short, the way it works today leaves everyone unsatisfied.

None of this is surprising. Not unlike the Sorcerer's Apprentice, the problem grew incrementally until all of a sudden, the whole system was drowning in packages. And while the packages increase in numbers, the space to house them stays static. Once storage is full, where do you put them all? Stack them to the ceiling and you create a new problem: remove a single package and risk the whole Jenga-like pile crashing down. The space squeeze is real, and best way to manage it is to get packages in and out on a rolling basis.

THE US DEPARTMENT OF COMMERCE REPORTS THEIR SHARE WAS ESTIMATED AT \$601.7 BILLION, AND OF THAT, ONE THIRD, \$200 BILLION, WAS SPENT BY COLLEGE STUDENTS.



<sup>2</sup> <https://www.digitalcommerce360.com/article/global-e-commerce-sales/>

<sup>3</sup> [https://www.census.gov/retail/mrts/www/data/pdf/ec\\_current.pdf](https://www.census.gov/retail/mrts/www/data/pdf/ec_current.pdf)

<sup>4</sup> <https://www.business.com/articles/marketing-to-college-students/>



## Handling parcels the hard way

Campus mailrooms have evolved over time, just as mail has. It used to be that the busiest time of day for employees was when the mail was delivered and had to be sorted into individual mailboxes. As communication became electronic, the volume of mail dropped, as did visits to campus mailboxes. The inverse to the lack of letters is the increase in packages.

With the volume of packages sent to campus mailrooms, it is no surprise that some percentage of them are lost or damaged. Even if they arrived that way, the blame will be placed squarely on the campus employee with the thankless job of finding places to store packages until they can be retrieved.


And when does that happen?

In order to manage package distribution, mail centers set up hours when packages can be collected. Those hours are set to accommodate the campus employee, not the student, who may be in class, or studying, during the available time. On large campuses, students may live a long way from the mailroom, requiring effective planning to fit a package pick-up into their day. Or, they may be balancing a workload that includes a part-time job, making their schedule even more difficult to juggle. If, however, they do manage to get there at the appointed hour, they will be confronted with a line of students trying to collect their own packages, all in a hurry, all aggravated at having to wait.





THE UNIVERSITY OF NORTHAMPTON IN THE UNITED KINGDOM INSTALLED PARCEL PENDING BY QUADIENT PARCEL LOCKERS WITHIN FOUR STUDENT ACCOMMODATION SITES, FOR A TOTAL OF 36 LOCKERS AT EACH OF THE FOUR LOCATIONS. STUDENTS CAN NOW COLLECT PARCELS AT TIMES THAT SUIT THEM, THEIR ITEMS ARE STORED SECURELY, AND STAFF HAS FULL-TRACEABILITY OF DELIVERIES, THANKS TO A SMOOTH, AUTOMATED PROCESS.

Download case study: 



“University of Northampton transforms parcel management with Quadient parcel lockers”



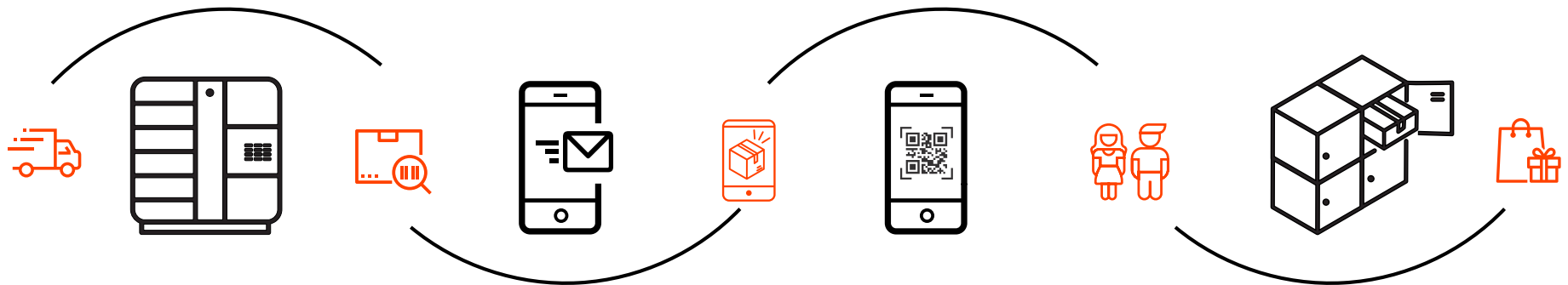
## Intelligent parcel lockers

Electronic (aka “Smart” or “Intelligent”) parcel lockers offer a cost-effective solution for campus mailrooms, and a convenient, automated process for students and employees. The package barcode is scanned, a locker door opens automatically, the package goes into the locker, and the door locks securely when it is closed. A notice along with a unique PIN and barcode is then sent via email or text message to the end-user to inform them of their parcel’s availability. The recipient goes to the locker, at their convenience,

and enters the one-time PIN or scans the barcode provided, and the door pops open. They retrieve their package and the space is now available for a new delivery.

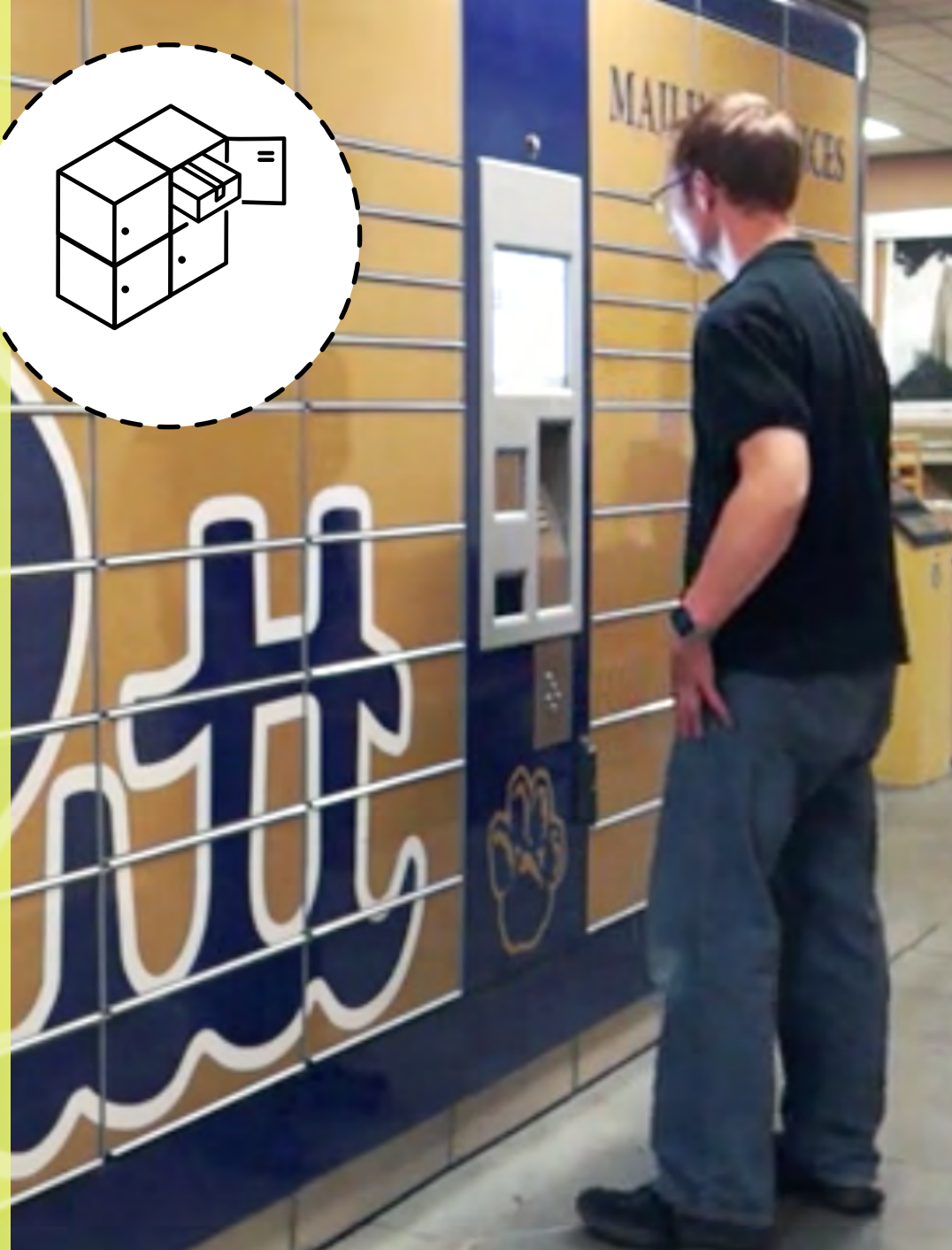
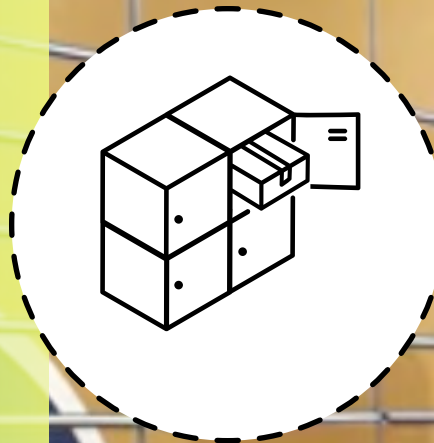
Not only does this reduce the risk of loss, it obviates the need for employees to field questions regarding the status of packages. In addition, employees can now turn their attention to higher value tasks. Everyone in the chain saves time, and the campus that installs the unit receives a stunning ROI.

**PARCEL LOCKERS OFFER A COST-EFFECTIVE SOLUTION FOR CAMPUS MAILROOMS, AND A CONVENIENT, AUTOMATED PROCESS FOR STUDENTS AND EMPLOYEES.**





THE UNIVERSITY OF PITTSBURGH WAS UTILIZING AN OUTDATED, NON-DEPENDABLE LOCKER SYSTEM THAT WAS CREATING DELAYS IN PARCEL AND MAIL DELIVERY. BY CHOOSING QUADIENT PARCEL LOCKERS FOR THEIR CAMPUS, THEY NOW HAVE A SECURE AND DEPENDABLE DELIVERY SOLUTION THAT HAS SAVED THEM TIME AND CREATED A NEW EXPERIENCE FOR STUDENTS AND STAFF.



Download case study: 



“University of Pittsburgh hits home run with Quadient Parcel Locker Solution”





## Tips for parcel locker selection and funding

Christopher O'Brien, Executive Vice President of Business Process Automation at Quadiant, has some excellent advice concerning the selection and use of parcel lockers. The full list is online,<sup>5</sup> but here are some tips.



Happy students make future recruitment easier so ask the school to fund the lockers through auxiliary services, not by increasing housing or mailroom spending.



Make sure that the carriers are onboard with your parcel locker selection. If they deliver directly to the lockers, your staff will have more time for other duties.



You may want to establish pick-up rules. For instance, a collection window of 48 hours. Part of the success of your system will be the ability to quickly turn over the individual lockers.



Avoid signing up with a parcel locker broker. You want a direct supplier who manages development and support.

<sup>5</sup> <https://spaces4learning.com/articles/2020/02/06/campus-mailroom-lockers.aspx>

# Who is the right parcel locker vendor for your Campus?

Parcel Pending by Quadient is the leading provider of parcel locker solutions. We offer parcel lockers that are:



**Secure.** An automatic log is kept of every drop-off and pick-up for full chain-of-custody visibility and the sturdy steel lockers keep all contents safe.



**Convenient.** Packages are available for easy retrieval 24/7, so there's no more waiting for the mail center to open.



**Affordable.** They reduce labor, as fewer resources are required for parcel management, distribution, and pick-up.

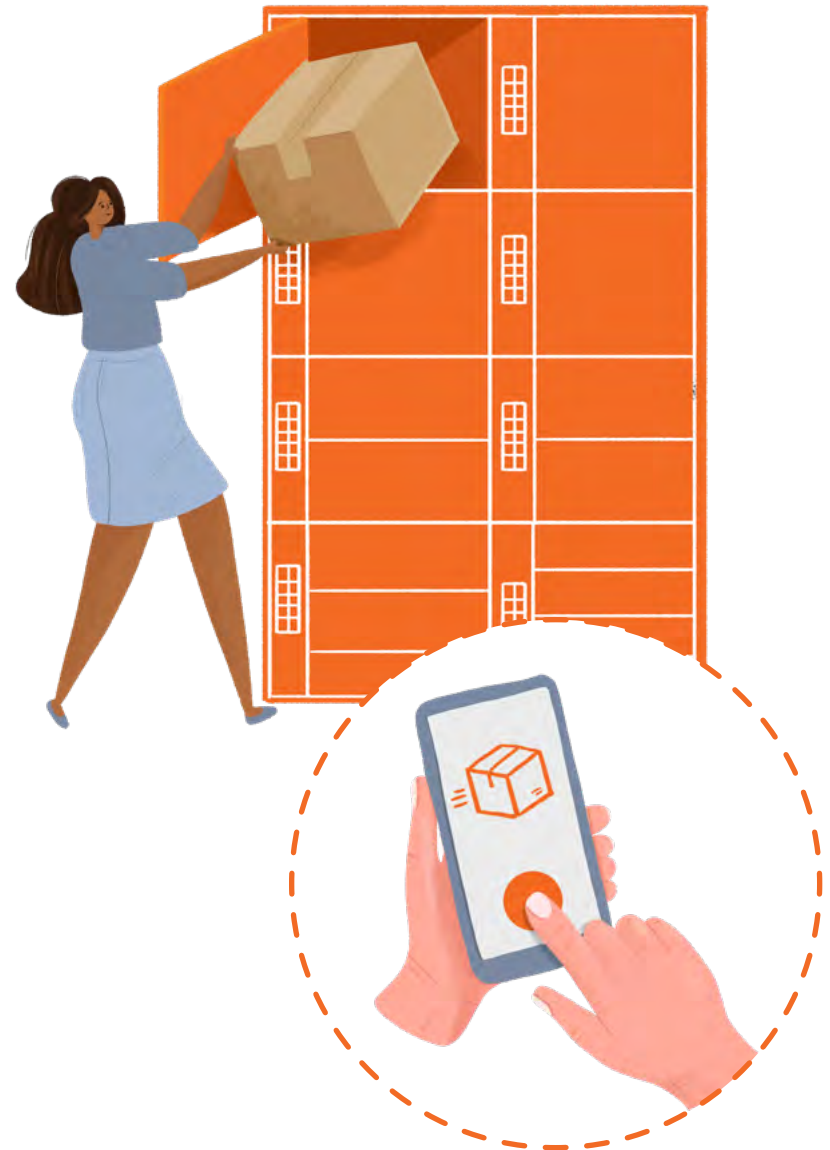


**Carrier agnostic.** Any delivery carrier can deliver to our parcel lockers.



**Contactless.** Use a contactless delivery, collection and return process to remove queues and limit unnecessary contact with others.

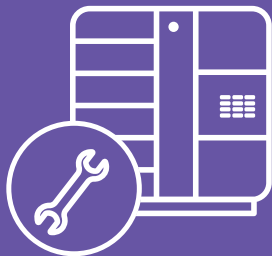
With our expert analytics solutions, universities will be able to receive instantaneous summaries which show how lockers are being used, track capacity and turnover, and see when stale packages need to be removed.



With access to analytics dashboards, you will effectively manage package deliveries and mail services staff. These analytics will help you glean insight into the student body's delivery patterns, which helps inform future decisions and secure locker installations.

Our locker units come in a wide variety of sizes to accommodate older buildings with limited space, or newer, larger complexes. If the campus doesn't have space inside a building to accommodate the lockers, they can be kept outside, even distributed around the campus.

Within a parcel locker, individual lockers can be arranged in varying sizes to accommodate any incoming package. Parcel lockers can also be customized with a school logo, or other designs, to match the building decor or a specific aesthetic.



**INDIVIDUAL LOCKERS CAN BE ARRANGED IN VARYING SIZES TO ACCOMMODATE ANY INCOMING PACKAGE. PARCEL LOCKERS CAN ALSO BE CUSTOMIZED WITH A SCHOOL LOGO, OR OTHER DESIGNS, TO MATCH THE BUILDING DECOR OR A SPECIFIC AESTHETIC.**



## Conclusion

As competition for students becomes more intense, some things will move from being amenities to necessities. Those that do will not be subject to the fads of the day, but rather will solve problems, provide value, and increase satisfaction for everyone in the chain-of-custody, from delivery to consumer.

Parcel Pending by Quadient Parcel Lockers will facilitate your parcel process by removing constraints from high-volumes of parcel deliveries and returns. Our parcel locker's easy-to-use interface enables you to track parcels and notify recipients of delivery in real-time. Package pick-up takes only seconds, and lockers can be accessed 24/7 for convenient self-service pick-up.

To learn more about the Parcel Lockers we offer, visit our website at [quadient.com/parcel](https://quadient.com/parcel).

As competition for students becomes more intense, some things will move from being amenities to necessities.



Package pick-up takes only seconds, and lockers can be accessed 24/7 for convenient self-service pick-up.



**quadi<sup>ent</sup>**  
Because connections matter.

### About Quadi<sup>ent</sup><sup>®</sup>

Quadi<sup>ent</sup>, formerly Neopost, is the driving force behind the world's most meaningful customer experiences. By focusing on four key solution areas including Customer Experience Management, Business Process Automation, Mail-Related Solutions, and Parcel Locker Solutions, Quadi<sup>ent</sup> helps simplify the connection between people and what matters. Quadi<sup>ent</sup> supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadi<sup>ent</sup> is listed in compartment B of Euronext Paris (QDT) and is part of the CAC<sup>®</sup> Mid & Small index.

For more information about Quadi<sup>ent</sup>, visit [quadient.com/connections](https://quadient.com/connections).